63-502   Disaster Benefits Issuance

**63-502.1
Available
Interfaces
for Disaster
CalFresh
Implementa-
tion**

In a disaster situation, the County will assess whether or not CalWIN can be used for client setup, card issuance (new/replacement card), and benefit issuance. Disaster CalFresh implementation requires that client demographic and benefit issuance information be provided by the County and transmitted to the EBT system either through batch files, a host to host interface, or through the administrative terminal. Disaster CalFresh implementation also requires that new and replacement over-the-counter (OTC) cards be provided to clients.

The following EBT System Interfaces can be used to implement Disaster CalFresh:

- Host-to-Host Interface (63-502.3), or

- Administrative Terminal Interface (63-502.4).

**63-502.2
Batch
Interface**

If operational, the eligibility system batch interface is capable of processing Disaster CalFresh benefits. Batch file processing allows for the transmission of the pre-embossed disaster EBT card number in the demographic file for case set-up. Disaster CalFresh benefits sent from CalWIN will be available as soon as the batch file is processed.

**63-502.3
Host-to-Host
Interface**

If operational, the eligibility system host-to-host, or direct connection from the Administrative Terminal to Electronic Payment Processing and Information Control (EPPIC) interface with CalWIN, is capable of issuing benefits when there is a disaster. The host-to-host Client Add/Change Request message allows for the assignment of the pre-embossed disaster EBT card number. Disaster CalFresh benefits are immediately available to the client.

**63-502.4
Administra-
tive Terminal
Interface**

The administrative terminal can be used to set-up client accounts, emboss cards, and issue Disaster CalFresh benefits. Using a disaster logon ID, the County/Issuance Office Assistant can issue pre-embossed disaster EBT cards and benefits through the disaster screens. Disaster CalFresh benefits are immediately available to the client.

Additional screens have been added to the administrative terminal functionality for Disaster CalFresh. The disaster screens will allow

new cases to be established, issuance of new and replacement EBT disaster cards, and the ability to add benefits to the client's account. These screens will be activated by Affiliated Computer Systems (ACS) only in the event of a declared disaster.

The link EBT WorkSite Web includes disaster information and instructions for utilizing the Administrative Terminal. Contact the County EBT Coordinator or the CalWIN Operational Support Help Desk for User ID and Password information.

63-502.5 EBT Card Stock

Regular EBT cards or pre-embossed disaster EBT cards can be used when Disaster CalFresh is implemented. The county can use the regular EBT card stock for Disaster CalFresh benefits if circumstances permit (card embosser is operational; cards are not damaged, etc.). If EBT card stock on hand is insufficient, additional blank Golden State Advantage EBT card stock will be available for use during a disaster.

NOTE: Close to one million additional blank cards and pre-embossed disaster EBT cards have been placed in storage and will be quickly distributed to California counties struck by a disaster.

63-502.6 Disaster EBT Cards

EBT disaster support includes an inventory of pre-embossed Disaster EBT cards. The following is a general description of the pre-embossed Disaster Golden State Advantage EBT cards:

- Graphic design is the same as the regular EBT card
- Primary Account Number (PAN) is pre-embossed on the card
- "Disaster" is embossed on the card
- Card is pre-pinned (the Personal Identification Number is pre-assigned)
- Cardholder's name does not appear on the card
- Pre-embossed Disaster EBT card and its associated PIN are sealed together in a mailer and enclosed in an envelope
- Card does not expire

63-502.7 Disaster EBT Cards Issuance

When issuing pre-embossed disaster EBT cards, whether using batch, host-to-host, or administrative terminal, the card number must be entered into the system. The pre-embossed disaster EBT card and its PIN are sealed together in a mailer and enclosed in an envelope. In

over-the-counter (OTC) issuances, the worker will have the client remove the card from the sealed mailer and then write down the card number on the card issuance log. Disaster EBT cardholders can change their PIN by using the Card Activation and PIN Selection (CAPS) device or the Automated Response Unit (ARU), which is the existing PIN change procedure.

New and replacement disaster EBT cards are captured in the card issuance report as an OTC issuance or OTC replacement issuance.

63-502.8 Disaster EBT Cards Replacement

When an ongoing client requires a card replacement and the pre-embossed disaster card is issued, the recipient's existing PIN carries forward to the new replacement card. Recipients should be advised to disregard the accompanying PIN on the card mailer.

63-502.9 Benefit Replacement for Ongoing Households

An ongoing CalFresh household impacted by the disaster may be eligible to receive replacement benefits. Replacement benefits are deposited to the household's existing EBT account. However, if the worker is not able to verify the client as an ongoing CalFresh recipient because CalWIN is down, the client will be treated as a new case for Disaster CalFresh. The recipient will receive a new EBT card and replacement benefits will be deposited into a new CalFresh EBT account. To prevent duplicate benefit issuance, the worker must enter case data from the administrative terminal to CalWIN for reconciliation purposes as soon as possible.

- The benefit type code for replacement food stamp benefits is RFSP
- The benefit type code for disaster food stamp benefits is DFSP
- The benefit type for DFSP supplemental benefits (for active FSP households) is SDFSP.

The daily reconciliation process tracks the disaster benefits separate from ongoing benefit issuance. Using the correct benefit type code will ensure data is accurately recorded.

63-502.10 Early Release of Benefits

CalFresh benefit issuance is staggered over the first 10 calendar days of the month for ongoing recipients. The county will have the option to override regular (staggered) benefits to make them available in the client's EBT account earlier than normal in case of a disaster.

63-502.11
Account
Aging and
Expunge-
ment

The EBT account aging process and procedures do not change when Disaster CalFresh and RFSP benefits are issued. The EBT account is dormant after 90 days without debit activity and benefits are expunged after 270 days with debit activity. Disaster CalFresh and RFSP are included in the EBT expungement reports. These benefits could be used to reduce CalFresh overissuances.